

“State of the Practice” Inventory March 2004 – Learning from Others

This list is intended to provide a glimpse into the performance reporting practices of state transportation agencies and it is not inclusive of all state reporting.

Florida Department of Transportation, Florida Transportation Commission

<http://www.dot.state.fl.us/planning/2020ftp/> and <http://www.ftc.state.fl.us/>

FDOT's *2003 Short Range Component* is an annual performance report of progress in implementing the state's long-range transportation plan. The department's oversight body, the Florida Transportation Commission, produces an annual *Performance and Production Review* that tracks the department in 19 primary measures. The report includes detailed project delivery information.

Kentucky Transportation Cabinet

<http://transportation.ky.gov/Quality/thepath2003.html>

The Path is an annual performance report that shows the agency's progress toward the goals in its joint strategic plan with the Kentucky Division of the Federal Highway Administration. Measures include congestion, safety, and project delivery.

Louisiana Department of Transportation & Development

<http://www.timedla.com/>

The **Transportation Infrastructure Model for Economic Development (TIMED) Program** is a \$3.5 billion improvement program that was recently accelerated from a 30-year to a 10-year completion schedule. The program's Web site features a “program progress meter,” showing the number of projects completed, as well as an interactive map that allows users to click on highway corridors and view project schedules, costs, and other details.

Maryland Department of Transportation

http://www.mdot.state.md.us/State_Report_On_Transportation/Index.html

The *Annual Attainment Report on Transportation System Performance* is mandated by law and distributed to the Maryland General Assembly, local elected officials, and citizens. Its 30 performance measures track progress in meeting the goals and objectives of the long-range statewide plan.

Minnesota Department of Transportation

<http://www.dot.state.mn.us/dashboards/>

MnDOT has established performance measures in its *2003-2023 Statewide Transportation Plan*. Some “mature” measures have 6-, 10-, and 20-year performance targets, while other “emerging” and “developmental” measures are more experimental in nature. In addition, MnDOT's **Business Plan** incorporates performance measures from the statewide plan and sets achievable 2-year targets for reducing the gap on selected measures. The agency's **District Performance Data Summary Report** uses statewide and district-level dashboards to show performance for pavement, bridge, construction, snow and ice removal, traffic management, and fleet maintenance.

Missouri Department of Transportation

<http://www.modot.state.mo.us/about/DashboardPerformanceMeasures/htm>

MoDOT is an agency in transition; new legislative requirements for information-sharing and oversight have been implemented and the department recently re-organized to increase accountability. The agency's **Dashboard Measures of Performance** is a semiannual report; some of its measures tie into the agency strategic plan, and the report will eventually tie into its long-range plan. Business units use **Operational Scorecards** to determine progress in operational goals.

New Mexico Department of Transportation

<http://www.nmshtd.state.nm.us/Strategic%20Plan%20FINAL22.pdf>

NMDOT is an agency in transition; new responsibilities for the entire state transportation network (not just highways) have been added, and it is currently retooling its quarterly performance report *The Compass* to report on five strategic priorities and tie to the *NMDOT Strategic Plan*. It is also an agency goal to put online a NMDOT Dashboard to show at the “click of a mouse” the latest performance information.

Ohio Department of Transportation

<http://www.dot.state.oh.us/Business Plan0405/default.asp>

A department **Business Plan** is required every biennium; individual action plans for agency managers and supervisors are based on the business plan. Individual performance is measured against these action plans and is the basis for promotions, probationary periods to address deficient performance, and demotions. Ohio uses the **Organizational Performance Index (OPI)** to track operations in key focus areas, with 6 to 8 measures in each area. The OPI rolls up into agency-wide and district-level performance for the business plan. In addition, with a recent funding package (the **Jobs and Progress Plan**), developing an online project dashboard is a high priority for the agency.

Oregon Department of Transportation

<http://www.odot.state.or.us/performance/index.htm> and <http://www.econ.state.or.us/opb/index.htm>

The department’s *Annual Performance Report* is required by the legislature. The report ties agency goals to a statewide benchmarking effort overseen by the **Oregon Progress Board**. The agency is also moving to a project delivery focus with the new Oregon Transportation Investment Act bringing significant changes in how ODOT plans, manages, and monitors newly funded projects.

Virginia Department of Transportation

<http://dashboard.virginiadot.org/> and <http://www.virginiadot.org/infoservice/resources/QuarterlyReport1-04.pdf>

VDOT’s has developed an online **Project Dashboard**, showing up-to-date performance information about projects in VDOT’s Six-Year Program. Users can drill down into specific districts, corridors, and projects. The department also produces a **Quarterly Report Card**, tied to the Dashboard, that shows department performance in meeting construction budgets and meeting schedule deadlines.

Washington State Department of Transportation

<http://www.wsdot.wa.gov/accountability/>

WSDOT publishes a comprehensive, quarterly performance report called *Measures, Markers and Mileposts* (also known as *The Gray Notebook*) providing performance information on key agency functions. The report also contains a section called the *Beige Pages* that describes in detail the progress of the projects funded by the 2003 Transportation Funding Package. The department also maintains Web pages for each of its major projects with updated cost and schedule information, and publishes an annual construction report card.

Other Examples

Mayor’s Office of Operations, New York City

<http://www.nyc.gov/html/ops/html/mmr/mmr.shtml>

The **Mayor’s Management Report** is a semiannual public report card on City services.

Northwest Environment Watch

<http://www.northwestwatch.org/scorecard/>

This non-profit organization based in Seattle, Washington recently released its **Cascadia Scorecard**, a gauge of regional progress that monitors seven key trends – health, economy, population, energy, sprawl, forests, and pollution – shaping the Pacific Northwest.